



Appeals and State Hearings Newsletter

Website: www.ladpss.org

April 2004

Our address: 3833 S Vermont Ave - 4th floor
Los Angeles, CA 90037

Reconstruction Zone

The Compliance Unit is going through a major remodeling phase!! Effective April 2004, the Compliance Section will consist of two units headed by Betty Gonzalez and Dorothea Mann (Supervising Appeals Hearing Specialists). Each Supervisor will have 4 Specialists which will necessitate a redistribution of office assignments. The LOTUS Compliance Database now has the capability to track compliances that are "pending review". This means that when ASH receives compliance paperwork which appears to be complete, the system will be updated to show as "pending review" and the case will be taken off the overdue list. Once the Specialist confirms and validates the compliance, it will be closed and sent to the State. If the compliance is not complete, the Specialist will notify the appeals liaison via a partial memo and request the additional verification. These "pending" compliances will be tracked off line. When the office fails to provide the required verification within a given timeframe, the compliance will be "reactivated" and added back to the report listings. Thus, you may see compliances that come back to life. These changes should result in better customer service, increased productivity and more accurate controls.



Farewell

Several ASH staff retired during the first quarter of 2004. Best wishes to Supervisors Ed Bleavins, Pauline Riley and Martha Mittlestadt and Appeals Specialists Jan Molenrich, Romie Sota, Jo Eagans and Mary Hill. We hope they enjoy their well-earned retirement.

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Congratulations

On 3/3/04, ASH staff honored the following "Partnerships In Excellence Award" winners: Juana Marquez (Supervisor); Sylvia Nelson and Lydia Rogers-Cleveland (Appeals Specialists); and Sally Huang (Clerical). They were duly recognized, received an award and gift certificates and were treated to lunch by the ASH Administrators.



Types of Hearings

Hearings are held at 811 Wilshire Boulevard in downtown LA in the offices of CDSS' State Hearing Division. However, there are other types of hearings that are held elsewhere such as: **Phone Hearings** handled in a phone conference manner with participation from the claimant, the Judge and the County representative and **Home Hearings** for claimants who cannot travel to the State building.



Case Correction Memos (PA 411) sent by ASH to district offices now identify potential Food Stamp errors. If the issue involves Food Stamps, a notation on the upper right hand corner of the PA 411 alerts districts that the case in question may have a potential Food Stamp error!



In March 2004, there were 211 PA 411s with FS alert notations. Remember that a corrected case means one less error case!!!

